Oval = Select (left mouse): diamond = Rt Mouse

Z.ONE *LOANER* SCAN ENGINE: SHIPMENT/HANDLING INSTRUCTIONS

OVERVIEW:

The service philosophy for resolving hardware failures that occur with the z.one Scan Engine, at Customer sites, is "Return & Repair" in-house, at Zonare's Mt. View main facility. A "loaner" Scan Engine is utilized as part of this service strategy. This document is intended to provide detailed instructions on the logistical steps required during the implementation of this Scan Engine field service process.

NOTES

- *A Backup of customized User PRESETS and SYSTEM settings should have been maintained on site, on the CompactFlash or USB Memory Stick (hardware generation dependent) Media that was provided at the time of initial system installation. IF this was **not** done, and the Customer Scan Engine is still functional enough to allow for this level of operation, a Backup (System Tools -> Preset Admin-> Backup System/Backup Presets) will need to be done prior to beginning the following steps.*
- *If you have any questions or uncertainties on performing ANY of the steps detailed in this procedure, DO NOT attempt to perform this operation without first contacting ZONARE Technical Support for assistance. The ZONARE Technical Support contact numbers are:*
  - *1-877-913-9663 (in USA or Canada Only)*
  - *1-650-316-3199*

Loaner Scanner Preparation:

1. Remove the "***Loaner***" Scan Engine from shipping box (retain box, as it will be used in the return process)
2. Disconnect transducer from the "***Customer***" Scan Engine (if currently attached)
3. Un-dock (remove) "***Customer***" Scan Engine from the Cart (if currently docked)
4. Remove the battery-pack and stylus from the "***Customer***" Scan Engine
5. Move the original battery-pack and stylus to the "***Loaner***" Scan Engine
6. Power ON the "***Loaner***" Scan Engine and allow it to fully boot
7. Insert the Customer Backup/Restore Media (CompactFlash or USB Memory Stick) into the "***Loaner***" Scan Engine

   Note: This media is typically stored with the Cart.
8. Go to the "**Preset Admin**" screen (System Tools -> Preset Admin)
9. Select "**Restore System**" selection from menu to copy user **System** settings from backup media to the "***Loaner***" Scan Engine
10. Select "**Restore Preset**" selection from menu to copy user **Preset** settings from backup media to the "***Loaner***" Scan Engine
11. Remove the Backup/Restore Media from the "***Loaner***" Scan Engine
12. Power OFF the Scan Engine
13. The "***Loaner***" Scan Engine is now ready for normal use

Customer Scanner Return Shipment:

1. Place the "***Customer***" Scan Engine in the original protective bag, and then inside the original shipping box
2. Place the pre-printed FedEx return shipment label (included) on the outside of the box.
3. Contact Federal Express at 1-800-GO-FEDEX (1-800-463-3339), and request a pick-up for return of the *Customer* scan engine to:

   ZONARE Medical Systems, Inc.
   420 N. Bernardo Avenue
   Mountain View, CA 94043

   Note: If a return shipping label is not provided, the following FedEx account # (Zonare's) should be used, to allow no cost to the Customer on Scan Engine return shipment

   - **FedEx Account #: 3488-6306-1**

"Note: Copies are uncontrolled documents - For revision verification see the Master Documentation List"